

Category	Agency	Essential Services	Limited Services	Any Restrictions/ Details?	Service delivery hours	How to Contact?
SHELBY COUNTY DIVISION OF COMMUNITY SERVICES	Crime Victims & Rape Crisis Center	24/7 Sexual Assault Forensic Exams (through LE as normal); Assistance with Orders of Protection in critical safety cases (screening via telephone)	Counselors and victim advocates are available from 8am – 6pm, Mon - Fri	In-Person and Walk-In Victim Services have been Suspended, but services will still be available.	8am – 6pm Mon - Fri for limited services and orders of protection 24/7/365 for sexual assault forensic exams	Business hours: 901-222-3950 24/7 Sexual Assault Hotline: 901-222-4350 Online Request for Victim Services
SHELBY COUNTY DIVISION OF COMMUNITY SERVICES	Community Services Agency	Utility Assistance Rent/Mortgage Assistance Prescription Assistance	Only accepting mail and email applications	In-Person Services have been Suspended, but services will still be available.	Call information request line and call will be returned within 24 hours	Business hours: 901-222-4212 Online Applications
SHELBY COUNTY DIVISION OF COMMUNITY SERVICES	Aging Commission of the Mid-South	Meals, CHOICES, Public Guardianship, SHIP, SNAP, Family Caregiver Services. Each call is handled on a case by case basis with care.	Supporting residents by phone, mail, email, or online	In-person and walk-in services have been suspended	8 am-4:30 pm Mon-Fri	Information and Assistance line: 901-222-4111
SHELBY COUNTY DIVISION OF COMMUNITY SERVICES	Pretrial Services	24/7 Jail Release Unit for bond setting process	Supervision and client services units via telephone and email Automated check in line open 24/7	Limited service delivery (no in-person contact), but staff will be on site to access NCIC, fax machines & other materials.	8am- 4:30pm Mon-Fri for Limited Services 24/7/365 for Jail Release bond setting process	Main Office number: 901-222-4000 (general information and supervision) Automated Check in line: 901-222-4088 Voicemail Line: 901-222-4001
SHELBY COUNTY DIVISION OF COMMUNITY SERVICES	Veterans Services Office	For Veterans and their families	Taking all appointments by phone	In-person and walk-in services have been suspended	8 am-4:30 pm Mon-Fri	Main Office Number: 901-222-4237
SHELBY COUNTY DIVISION OF COMMUNITY SERVICES	Community Engagement and Outreach	Connecting residents in need with services and sharing news from partners	Available online or by phone Able to do outreach through the web	In-person outreach has been suspended	8 am-4:30 pm Mon-Fri	Main Office Number: 901-222-3991
FOOD	MIFA Meals on Wheels	MIFA Meals on Wheels	Home-delivered and congregate meals for seniors	Shelf-stable and frozen box delivery to current MIFA clients	Delivering Monday through Wednesday	
FOOD	Mid-South Food Bank	Food for children, families, seniors, and Diaper Bank	Serving 14-Day food boxes with nonperishable food for low-income and vulnerable populations.	Food boxes available through partner food pantries, food will be placed in your car by volunteers	11am – 1pm	https://www.midsouthfoodbank.org/coronavirus-response
FOOD	Little Heritage Enrichment Center	Childcare and emergency food services	Location for meals for SCS/YMCA and in partnership with the Mid-South Food Bank, provide mobile food bank and monthly mobile food		8:30am – 4:30pm	901-377-7536 Nutbush area
FOOD	Kroger, Fresh Market, Target, Walmart	Reserved shopping hours for seniors and high-risk residents	Some stores may have adjusted hours to allow time to restock shelves	Call local store to confirm	Hours may vary	Call local store to confirm
FOOD	YMCA Meal Sites	Free meals to all children under the age of 18		Child must be present	M-F 11am – 1pm	Visit link to see list of locations
HOUSING AND CRISIS	TN Department of Children's Services	DCS provides timely, appropriate services for children in state custody or at risk of entering state custody.	N/A		Will remain open and continue their regular duties.	Phone: 1-877-237-004

HOUSING AND CRISIS	Community Alliance for the Homeless	Coordination of homeless services		Website lists up-to-date status of most homeless service providers		
HOUSING AND CRISIS	Family Safety Center	Assistance with Orders of Protection in critical safety cases (screening via telephone) Domestic Violence Emergency Shelter		Due to COVID-19 all in person client services have been suspended until further notice. Their staff can help you via telephone or online.	Safety Screening via telephone, Mon – Fri, 8am – 4:30pm Shelter 24/7/365	Business Hours: 901-222-4400 24-Hour Crisis Line: 901-249-7611
HOUSING AND CRISIS	YWCA Greater Memphis	24/7 Domestic Violence Shelter and Services (serving those fleeing domestic/ intimate partner violence & some fleeing family violence; accepts male children of all ages); Transportation; Onsite Case management; Screening conducted via hotline.	Transportation is limited	Limited Transportation and no visitors/public access	24/7/365 for Domestic Violence Shelter and Services	Business hours: 901-274-2728 24/7 Domestic violence Hotline: 901-725-4277
HOUSING AND CRISIS	Memphis Crisis Center	224/7 crisis intervention and emotional support services via crisis line	N/A	N/A	24/7/365	901-274-7477
HOUSING AND CRISIS	The HART Center		Substance abuse and mental health services via telephone	HIPPA-approved ZOOM telehealth services available to support those suffering from substance abuse issues	Flexible based on client's needs	Call 901-726-4213 or 901-828-1332
HOUSING AND CRISIS	Neighborhood Christian Center	Provide emergency food, clothing, and housing items to families in crisis throughout Memphis.		Someone seeking assistance should visit their website and fill out an application.	8 AM – 5 PM M-F	Ncclife.org
HOUSING AND CRISIS	Weatherization Assistance Program	To increase the energy efficiency of homes, mobile homes, and apartments occupied by low-income persons, focusing on the elderly, those with disabilities, and families with children.	Install insulation, reducing air-infiltration, performing heating and cooling tune-ups and modifications. When health and safety is a concern, the weatherization program will replace or install equipment to resolve the issue.	N/A	8:30 A.M. – 5:00 P.M. M-F	Phone: (901) 636-7366
HOUSING AND CRISIS	Salvation Army	Because of Memphis' long-term and interrelated problems of poverty, homelessness, addiction and violence, The Salvation Army has committed its resources to Heal Memphis with long-term solutions.	N/A	Calling is available, but prefer for people contact through website with the ability to contact the appropriate person based on need.	8 A.M. – 4:30 P.M. M-F	Phone: 901-543-8586 form: https://salvationarmymemphis.org/contact-us
HOUSING AND CRISIS	Metropolitan Inner-Faith Association	Programs for families: Emergency Services, Food Pantry Assistance, Emergency Shelter Placement, Homeless Hotline, Rapid Rehousing Programs for seniors: MIFA Meals on Wheels, MIFA Meals on Wheels,	N/A	In order to minimize the risk of COVID-19 to our clients and staff, we are no longer accepting walk-ins for emergency assistance. Please apply online at mifa.org/applyonline . Not currently open, but staff will be back in office next Tuesday.	8 A.M – 4:30 P.M. Monday- Friday	Phone: 901-527-0226 To apply for assistance: https://www.mifa.org/applyonline
HOUSING AND CRISIS	MIFA Emergency Services & Emergency Housing	Emergency utility, rent, mortgage, and housing assistance		Applications accepted online only: mifa.org/applyonline	Shelter application available 7:30 a.m. to 2 p.m. weekdays	www.mifa.org/applyonline

HOUSING AND CRISIS	MIFA Hotline for Homeless Families	24/7 hotline for homeless families with minor children whose need for shelter is immediate			24/7	(901) 529-4545
HOUSING AND CRISIS	Memphis, Light, Gas & Water	The Memphis Light, Gas and Water Division is a municipal public utility serving Memphis and Shelby County, Tennessee.	Utility disconnections have been suspended for 60 days but customers will continue to accrue charges during that time	Until further notice #MLGW Community Offices are closed for public access due to COVID-19 restrictions. Please use drive-thru or drop box locations if you must pay in person	n/a	Phone: 901-544-6549
HOUSING AND CRISIS	TN Adult Protective Services	Investigate reports of abuse, neglect (including self-neglect) or financial exploitation of adults who are unable to protect themselves due to a physical or mental limitation. APS staff assess the need for protective services.			Still open, but being cautious.	Phone: 1-888-277-8366
JOBS	YMCA	Day care for Digital wellness, financial assistance, emergency day care for essential workers	Emergency meal site for all SCS students in need	All other services suspended		Ymcamemphis.org
JOBS	American Job Centers	Employment Services, Unemployment Claims,	Limited staff onsite to assist customers by phone and email	Closed to public, staff onsite to assist customers by phone or email.	Eff. 3/24/2020 Not open to Public - Staff available by phone or email 7am – 7pm	Main Office number – Angelus St.: 901-707-8426 Walnut Grove: 901-543-7850 Hickory Hill: 901-365-3205 Unemployment Claims: www.jobs4tn.gov > Unemployment Benefits
HEALTH	Athena Project (UofM)		Telehealth mental health assistance		Phone calls returned Mon – Fri, 9am – 5pm	Email Dr. Gayle Beck (igbeck@memphis.edu) & she will call back to explain service options.
HEALTH	Kindred Place (formerly Exchange Club)		Mental health assistance & support via telephone		Business Hours: 9am – 5pm, Mon - Fri	Business Hours: 901-276-2200 Email: info@kindred-place.org
HEALTH	Memphis Child Advocacy Center	Child Protection Investigation Teams' forensic interviews & forensic medical exams as needed	Limited business hours; no on-site services except for essential services		8:30am – 3:30pm, Mon – Fri	Main Line: 901-525-2377 To report child abuse: 877-237-0004-
HEALTH	Le Bonheur Children's Hospital	Pediatric and adolescent healthcare	Limits on elective surgeries and certain clinic appointments, along with selective tests and procedures. If your upcoming appointment, surgery, test or procedure needs to be canceled, you will be called directly.			901-287-5437 - Coronavirus Information
HEALTH	CMI Healthcare Services	Clinics are open and operational	All home visits are suspended		8am – 5pm Mon – Fri	Business Hours: 901-821-5600
HEALTH	Shelby County Health Department	The Shelby County Health Departments' (SCHD) mission is to improve, promote, and protect the health and environment of all its residents and visitors.	The Shelby County Health Department is committed to providing our community with the most accurate information about Coronavirus Disease 2019, known as COVID-19.	This page will provide links to reputable information, and resources, as well as specific local guidance. Please share this link with others in the Shelby County community.	Available to take calls 8:00am-4:30pm, Monday-Sunday.	For the Shelby County Health Department COVID-19 Call Center, Please Dial: 833-943-1658 available to take calls 8:00am-4:30pm, Monday-Sunday.
HEALTH	Christ Community Health Services	Health care to underserved communities	COVID-19 testing by appointment only.	No extra family members at health visits and only one caregiver with a child. Must call ahead.		If you are experiencing symptoms such as shortness of breath, fever, cough, please text TEST2020 to 91999. www.Christcommunityhealth.org
HEALTH	Church Health	Health care for underserved individuals and families including wellness, nutrition, dental, and vision services	No well visits or dental, eye, or rehab at the moment. Health coaches can speak by phone and dieticians will employ telehealth.	Must call for an appointment. Walk ins have been temporarily suspended.		901-272-0003 Dietician: 901-701-2220

HEALTH	A Step Ahead	Offering women free contraception	Call Center remains open			901-320-7837
HEALTH	CHOICES	Healthcare and reproductive care, fertility assistance, HIV testing, transgender healthcare	Prescription refills by phone and some telemedicine	Only essential guests allowed and will be screened for COVID-19 symptoms prior to entering		901-274-3550 800-843-9895
HEALTH	SisterReach	Advocate for the reproductive autonomy of underserved and marginalized communities	Delivering local safe sex kits			www.Sisterreach.org
HEALTH	OUT Memphis	LGBTQ+ Community Center	Food and hygiene kits available, walk up pick up for any LGBTQ individuals though nobody will be turned away as supplies last. Free HIV testing		9am – 6pm	892 S Cooper Street 901-278-6422
HEALTH	CareMore Health	Healthcare provider to TennCare and Medicare members			7:30am – 5pm	901-425-1880
FAMILY AND EDUCATION	Shelby County Schools		Learning resources			https://www.scsk12.org/instructionalresources/index
FAMILY AND EDUCATION	ParentPlus	Family services through home visits for expecting mothers and families with young children age 5 and younger	Home visits suspended but actively recruiting new participants and conducting work by phone and web platforms.			Parentplus901.org
FAMILY AND EDUCATION	Agape	Community-based support for families, homeless, and adoption and foster care services		All services provided with safe social distancing		Agapemeanslove.org 901-323-3600
FAMILY AND EDUCATION	Hope House	Social services, day care, preschool	Food pantry is open	Temporarily closed preschool and day care.	8:30am – 12pm	901-272-2702
MISC.	Shelby County District Attorney's Office	<u>In-custody cases</u> are top priority and will be handled as usual.	If you are a victim or a witness subpoenaed by the DA's office , someone from the DA's office will contact you. If you have not been contacted within a day of your ordered appearance, please call 901-222-1300 and ask for the Victim Witness Unit.	<u>Out-of-custody defendants with cases in General Sessions and/or Criminal Court will have their cases reset automatically to the corresponding day of the week of April 20, 2020, through May 5, 2020. You do not need to appear at 201 Poplar. Here is the updated schedule.</u> There will be <u>no jury trials</u> until further notice. The <u>Shelby County Grand Jury will not meet</u> until further notice.		SCDAG Business Hours: 901-222-1300 Other important numbers: General Sessions Criminal Court Clerk - 901-222-3500 Criminal Court Clerk - 901-222-3200